

FIG. 1

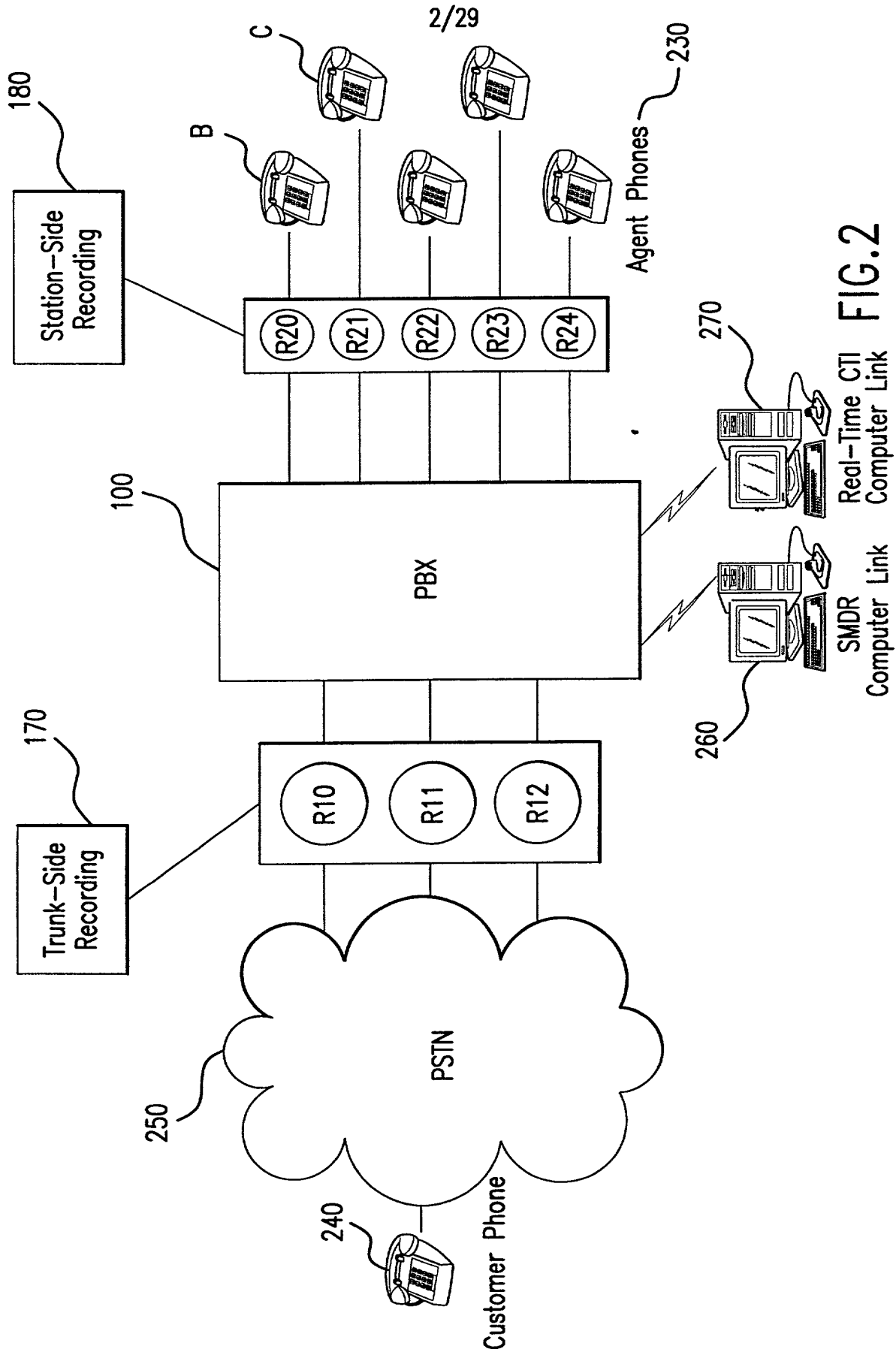


FIG.2



FIG. 3

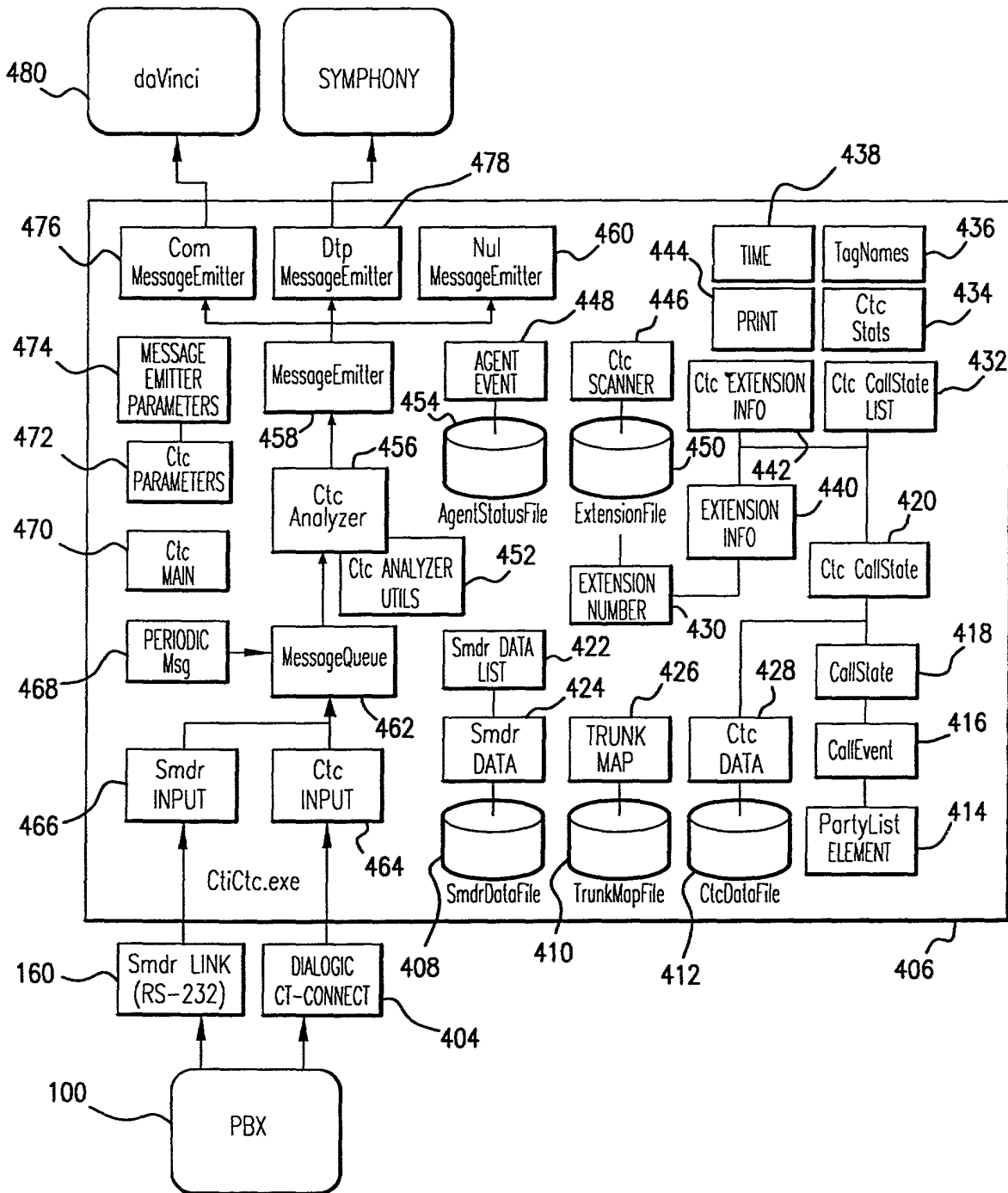


FIG. 4

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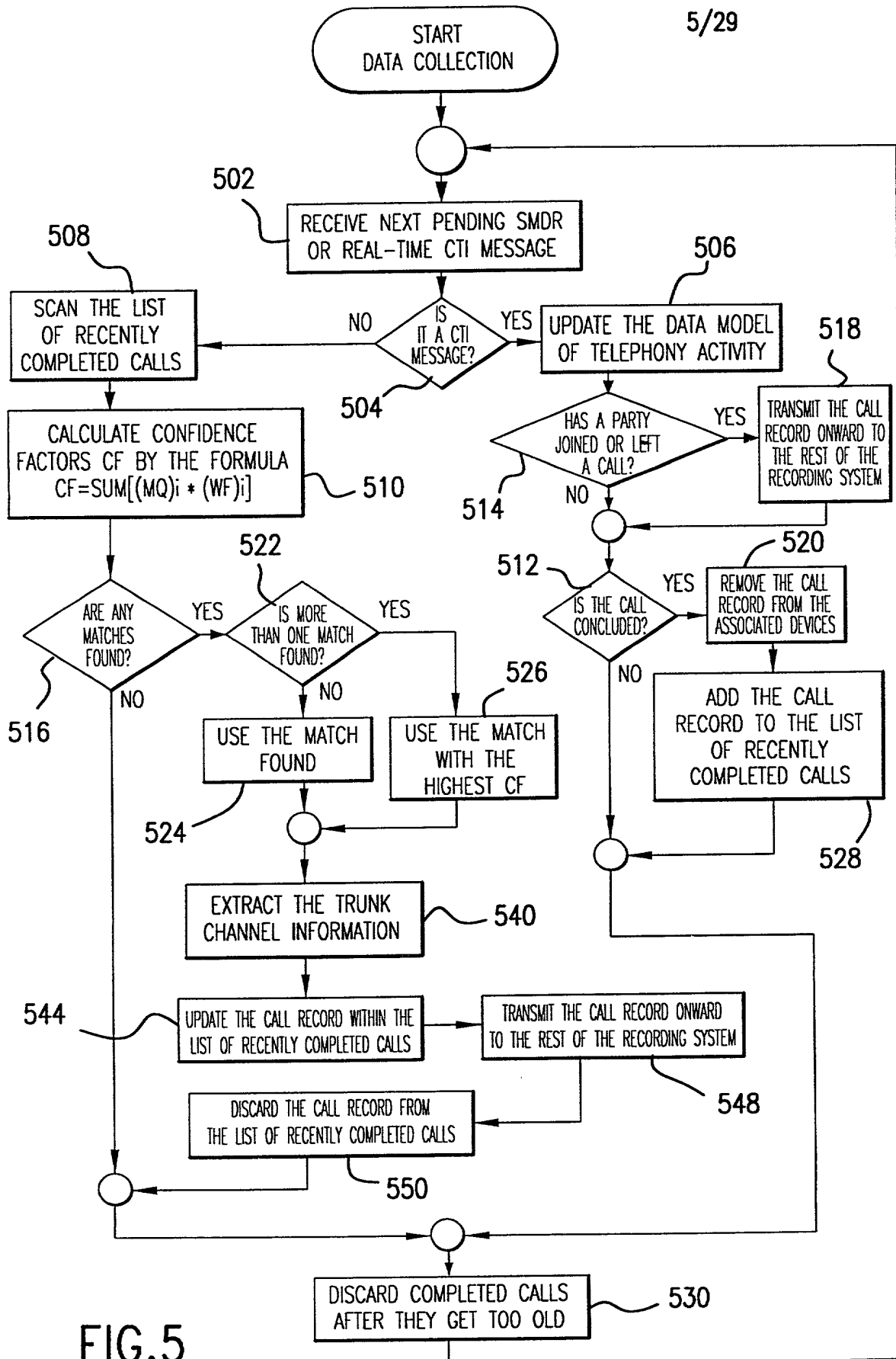


FIG.5

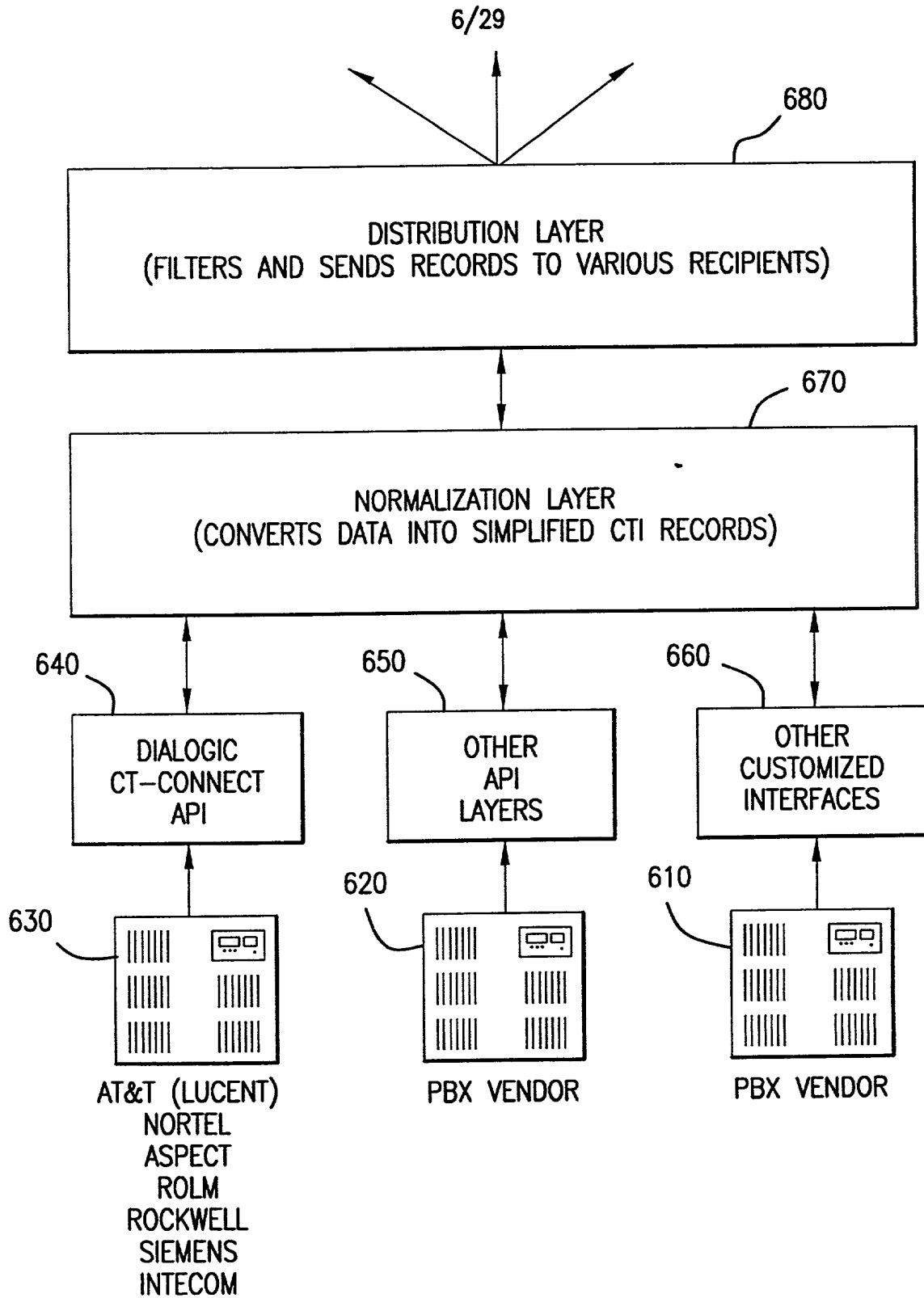


FIG.6

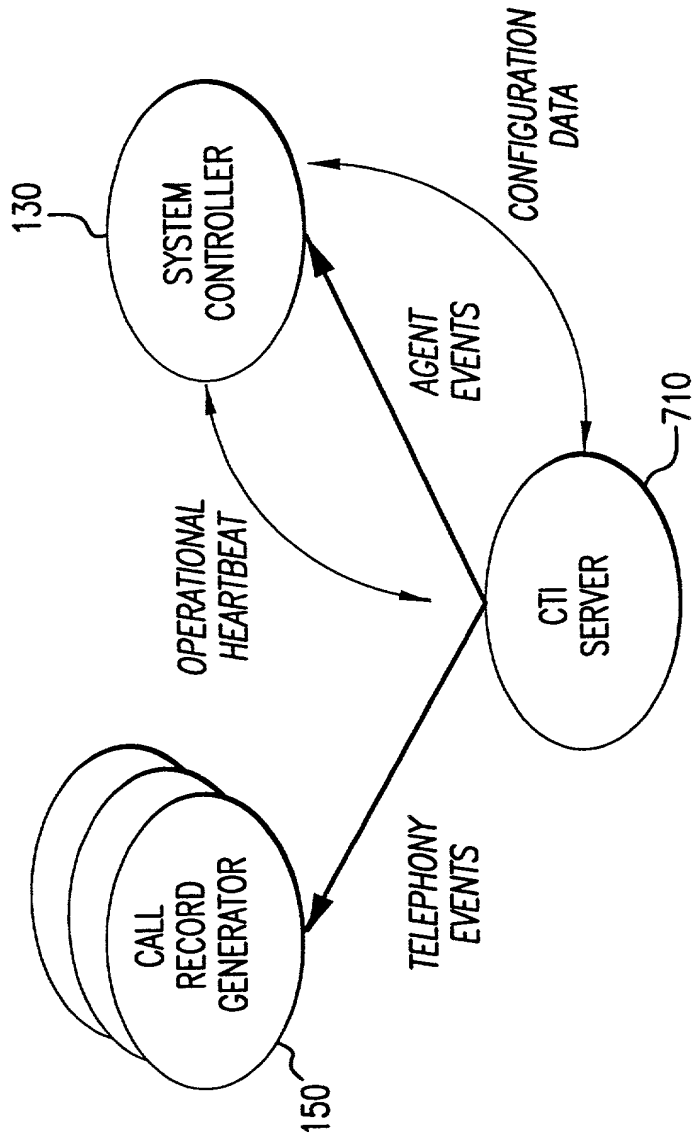


FIG.7

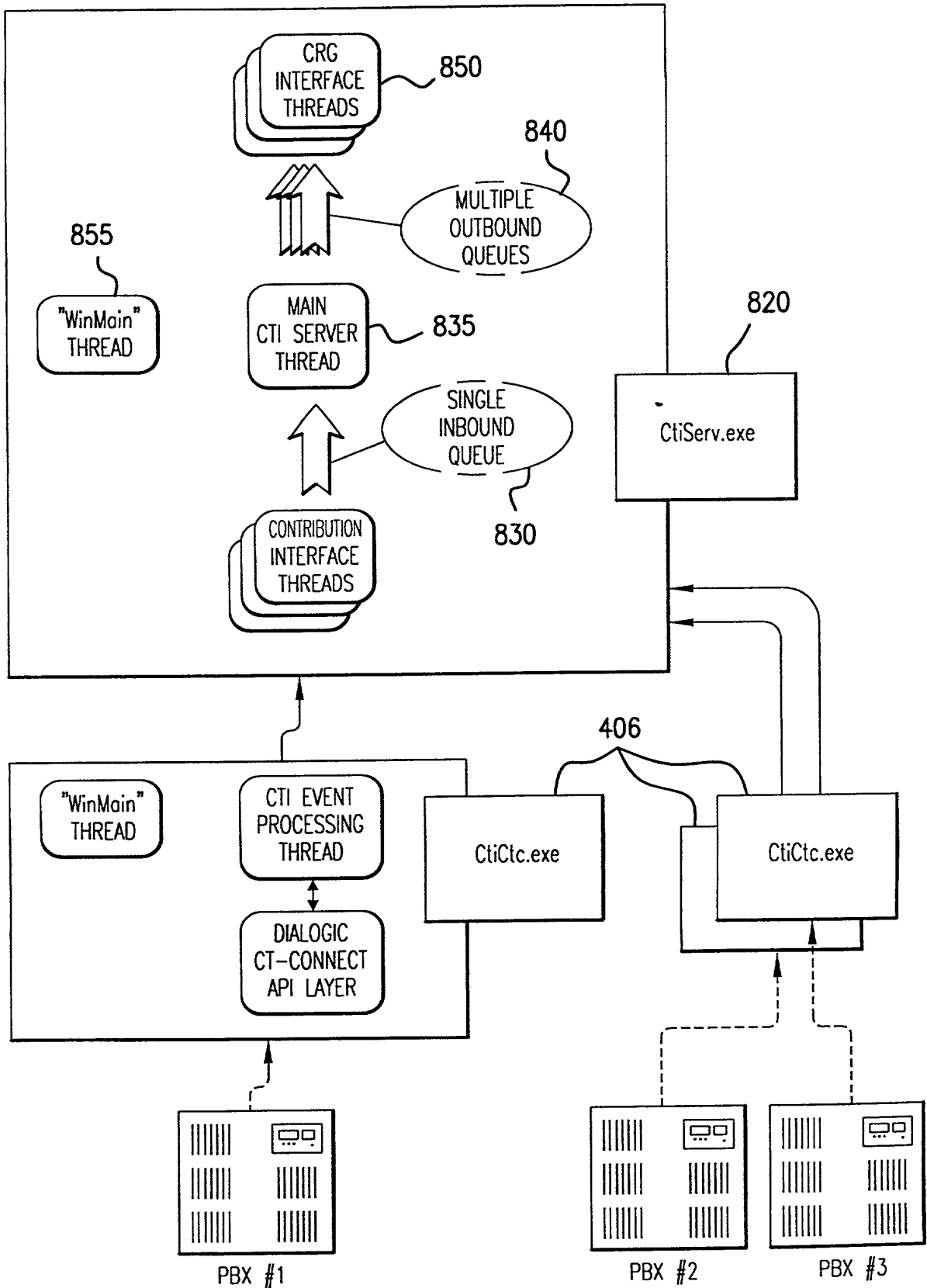
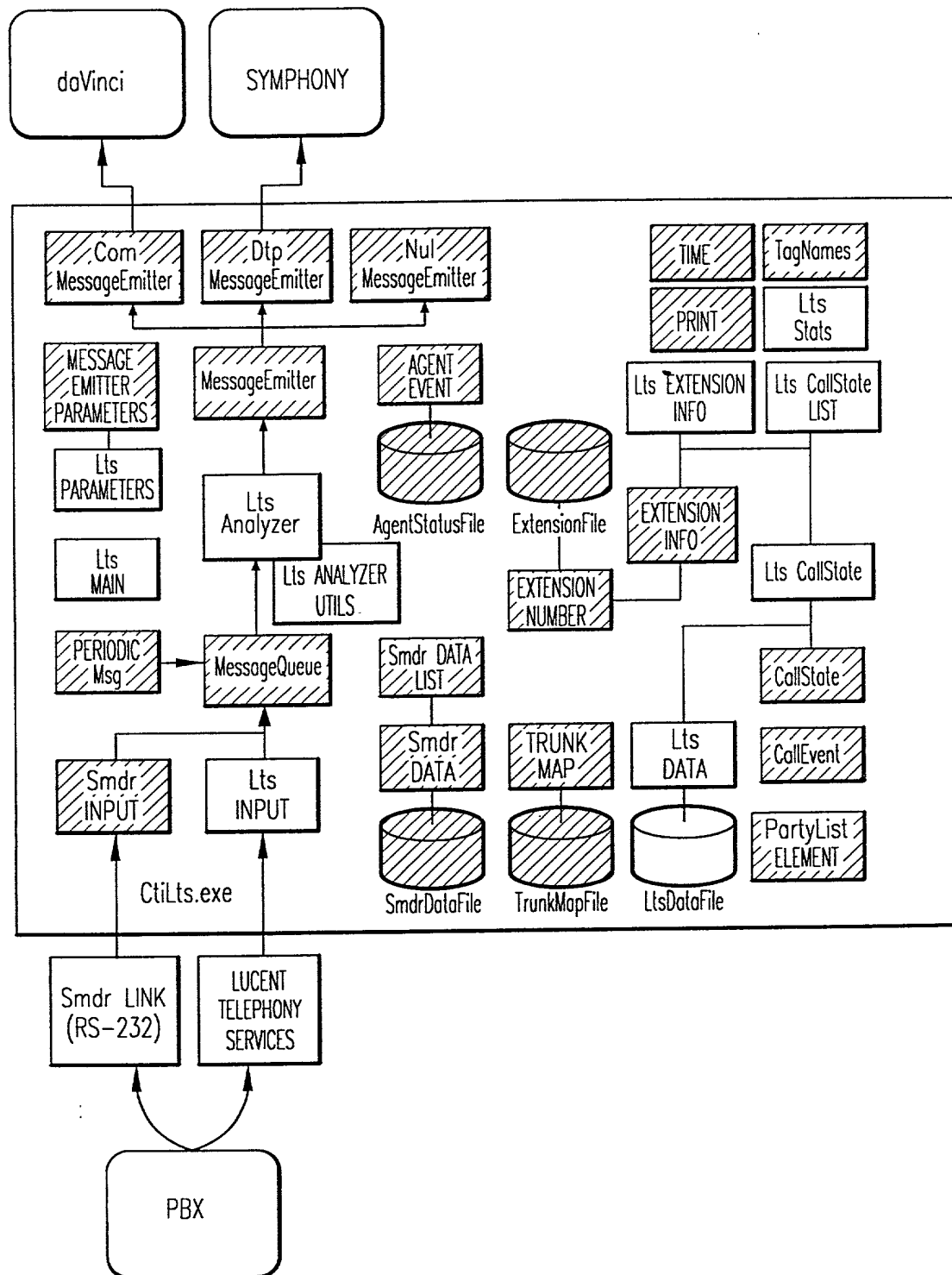
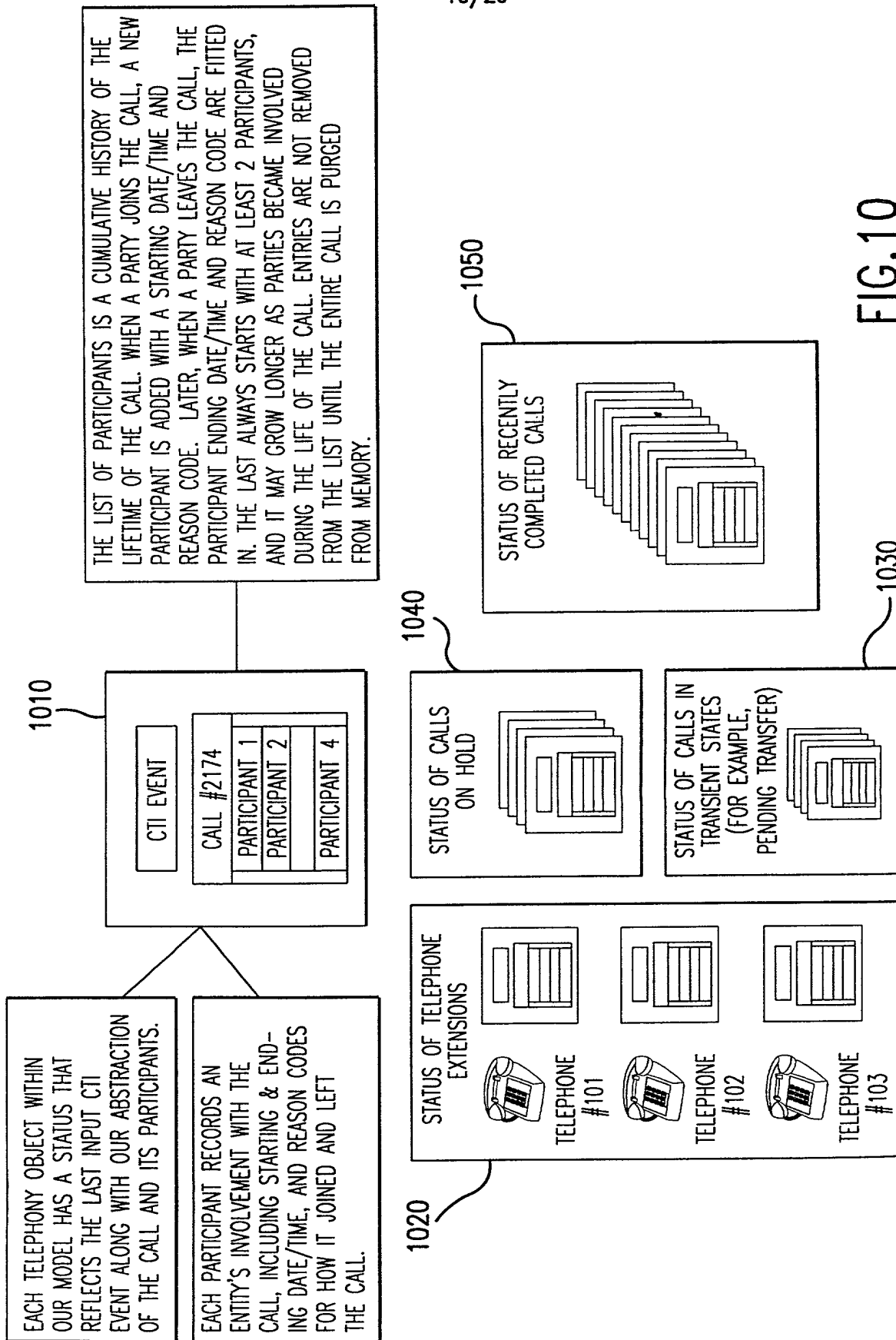


FIG.8





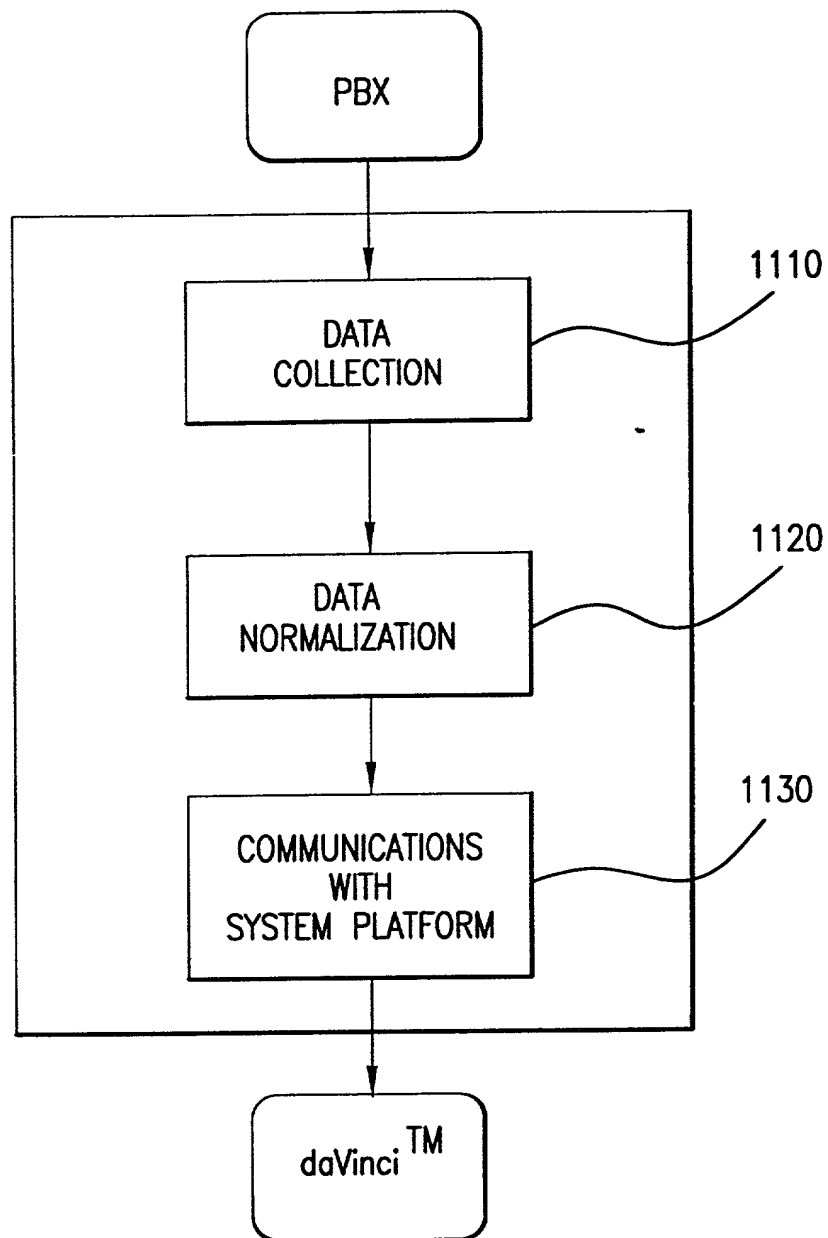


FIG. 11

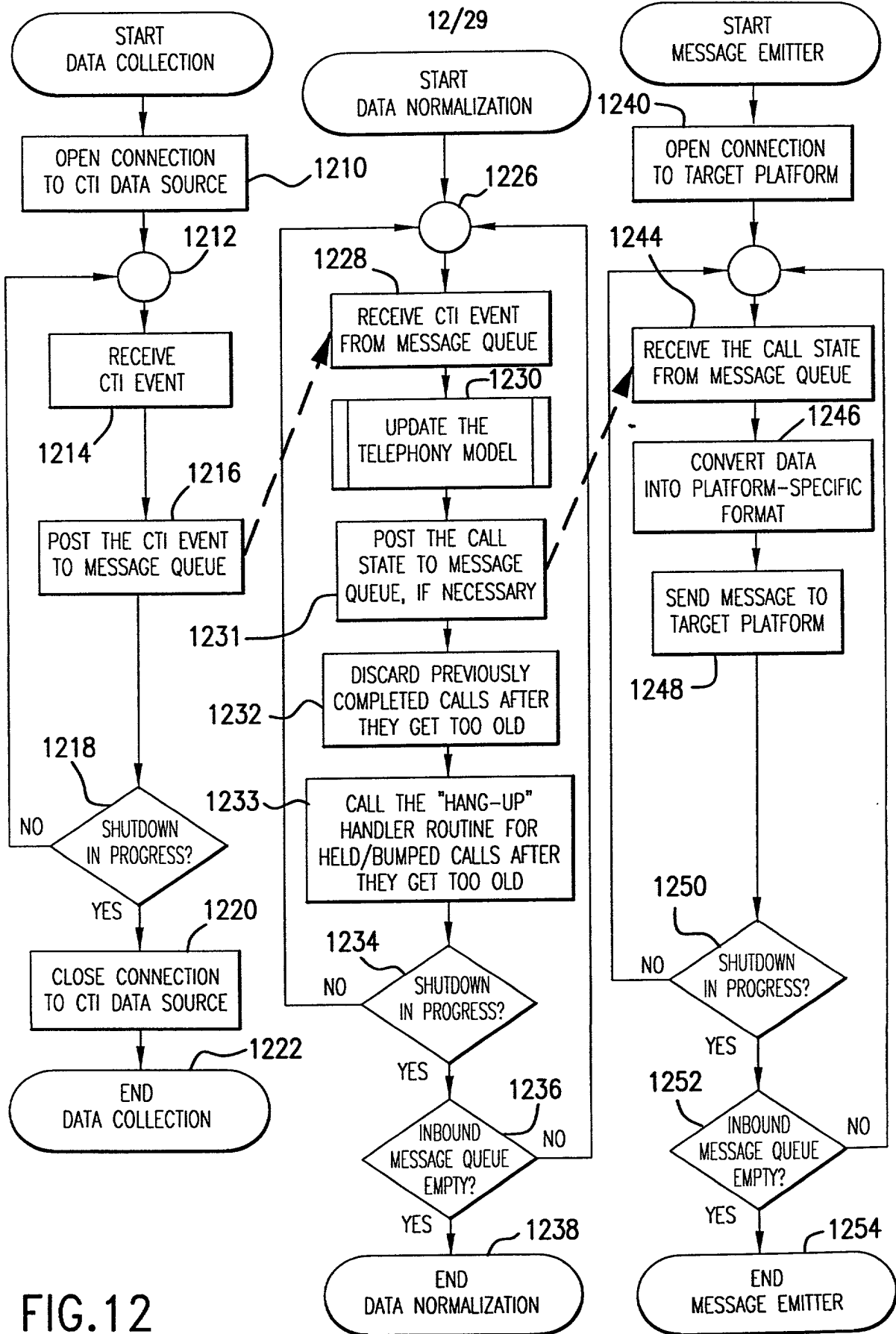


FIG.12

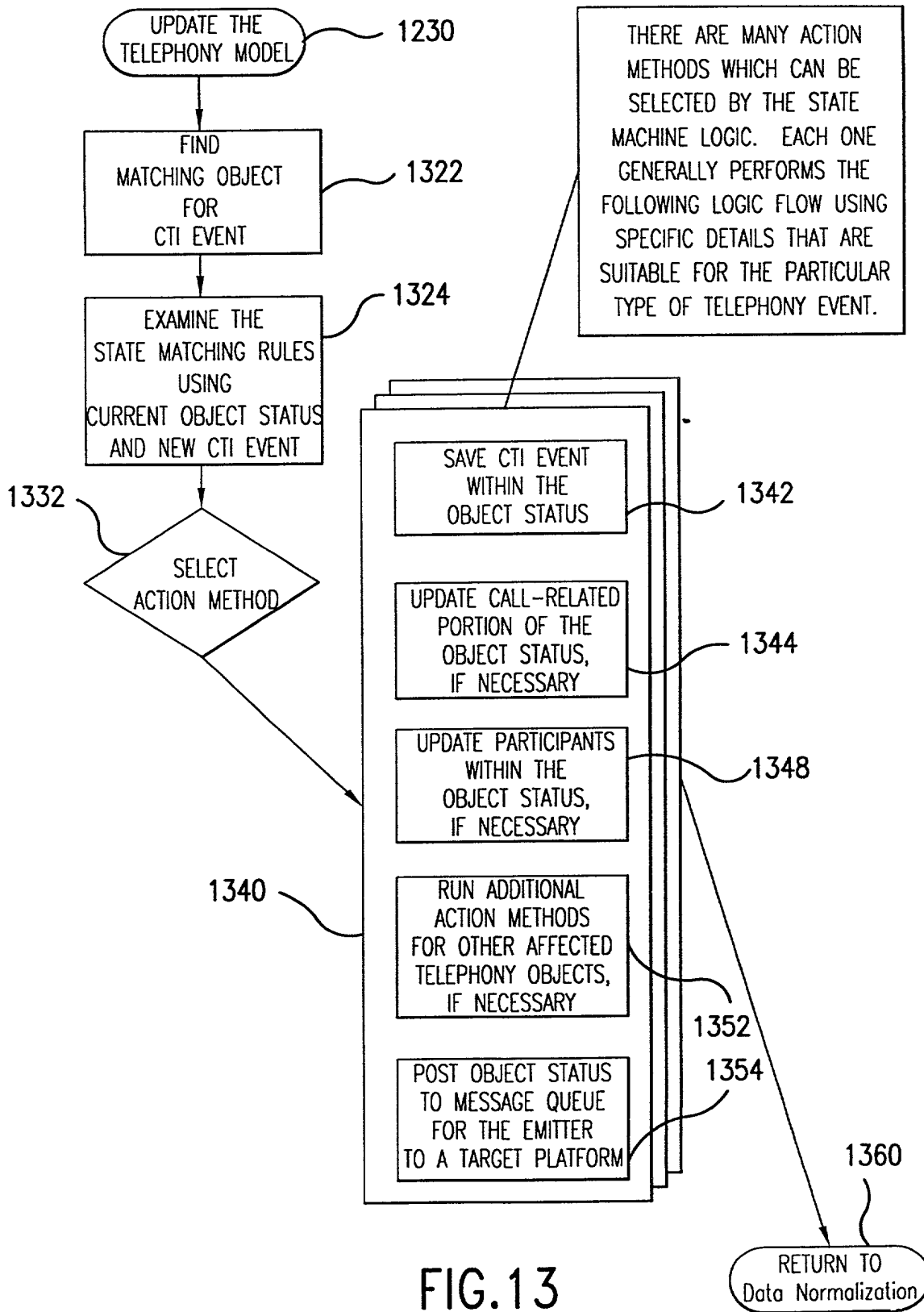


FIG.13

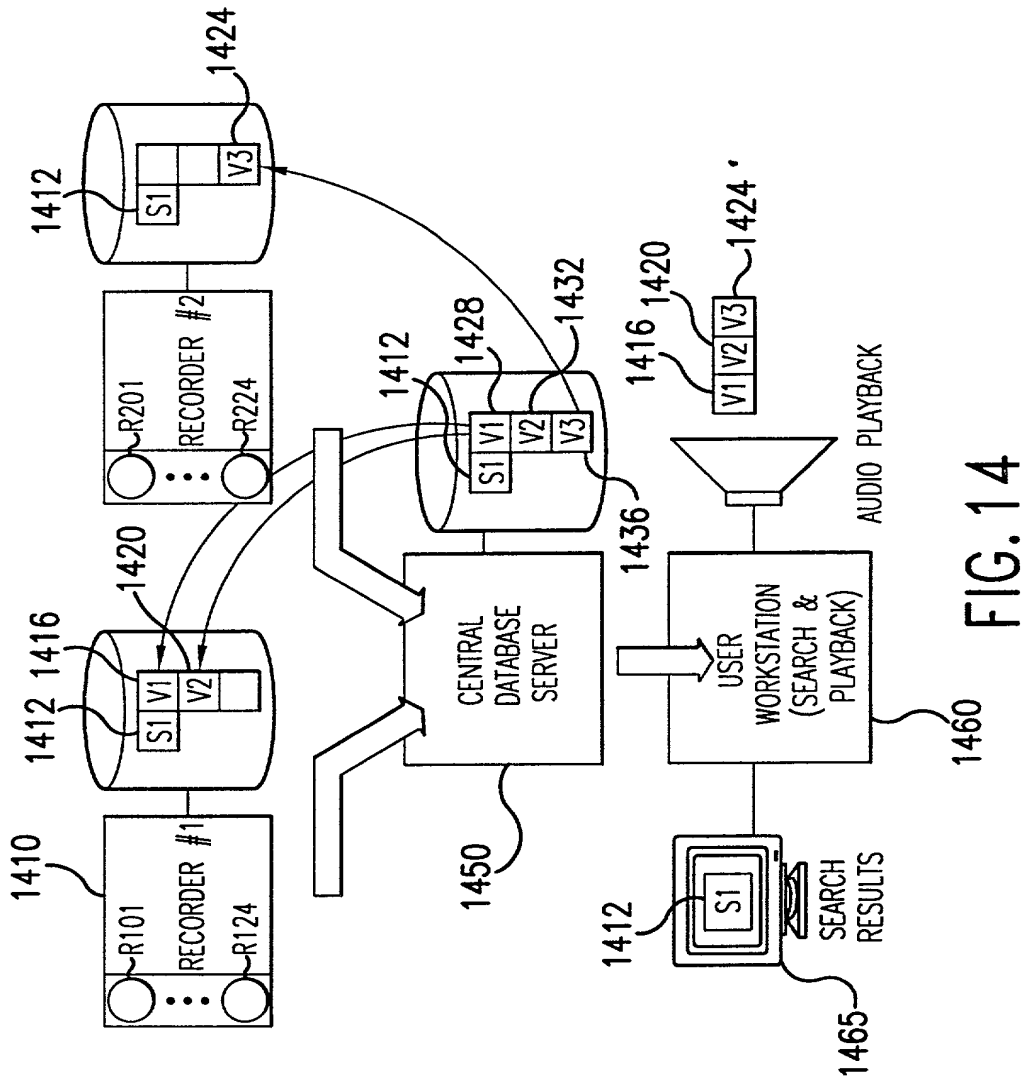


FIG. 14

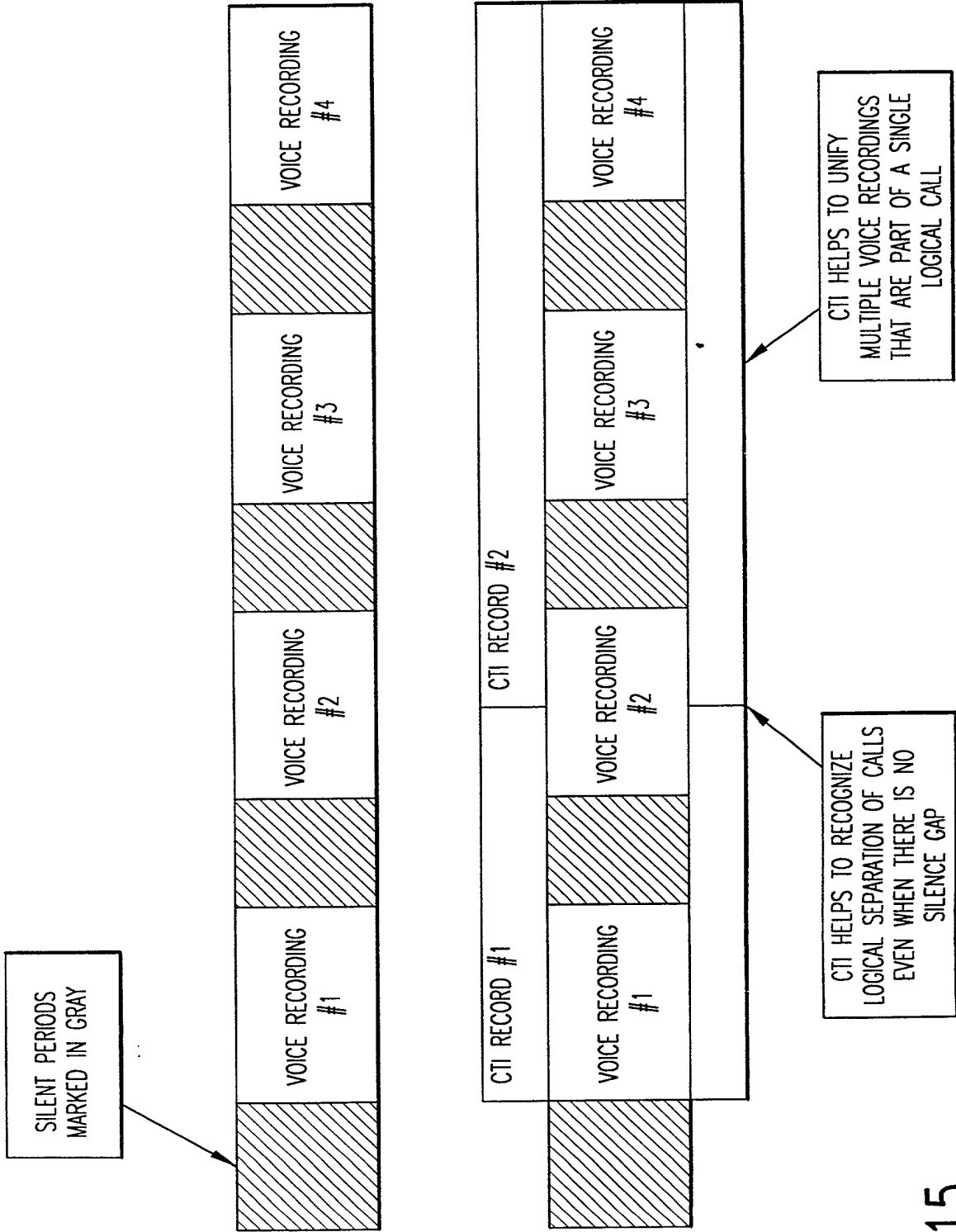


FIG.15

FIG. 16

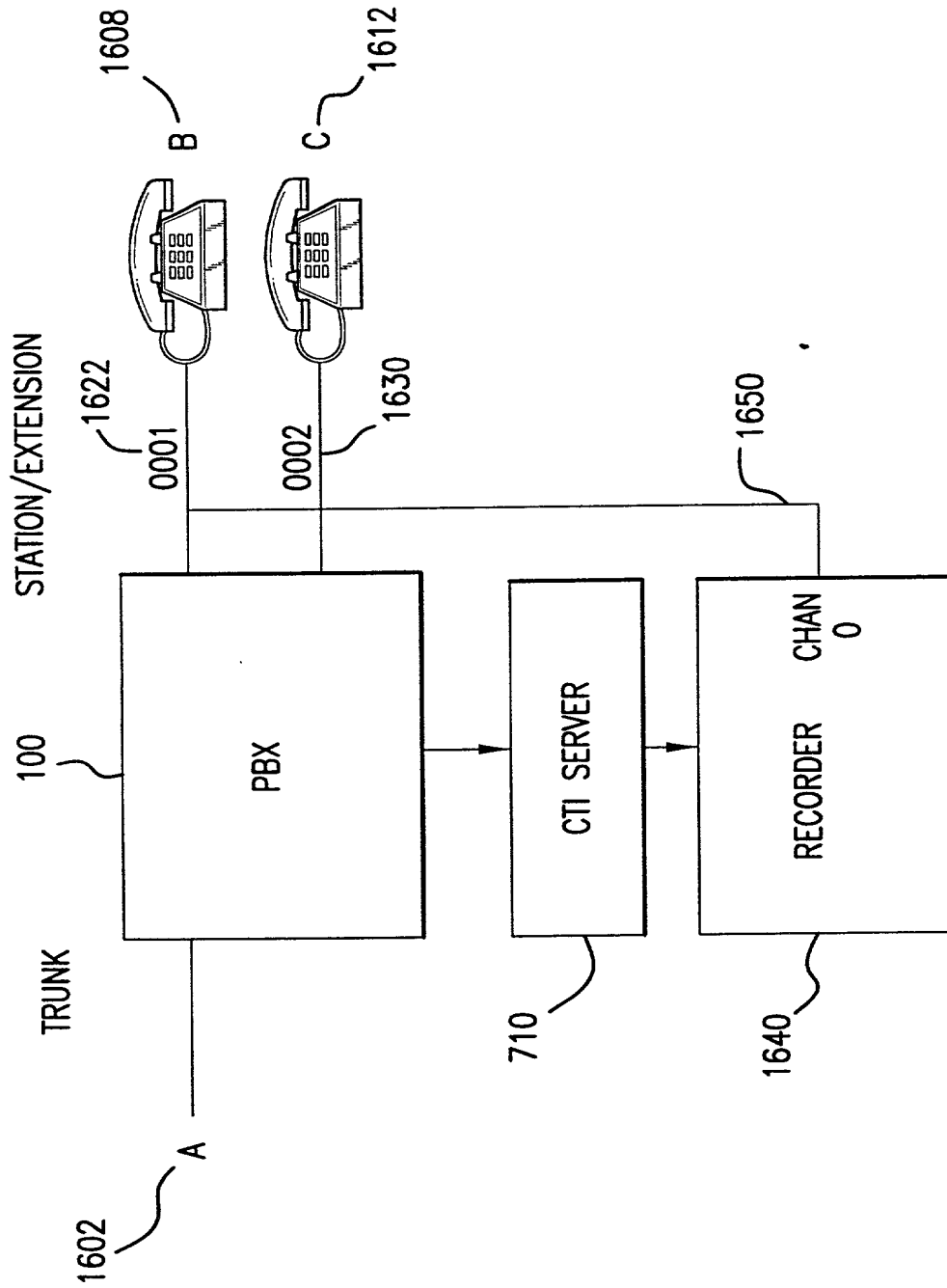


FIG.16A

AgentId	EXTENSION	LOCATION	START TIME	END TIME	CONNECT REASON	DISCONNECT REASON
A		EXTERNAL	t_1	t_7	NORM START	NORM DROP
B	0001	INTERNAL	t_1	t_4	NORM START	Xfr AWAY
HOLD		INTERNAL	t_4	t_6	Xfr Rec	Xfr AWAY
C	0002	INTERNAL	t_6	t_7	Xfr Rec	OTHER PARTY HANGUP

FIG.16B

CTI MCR WITH AGENT "B" RECORDED

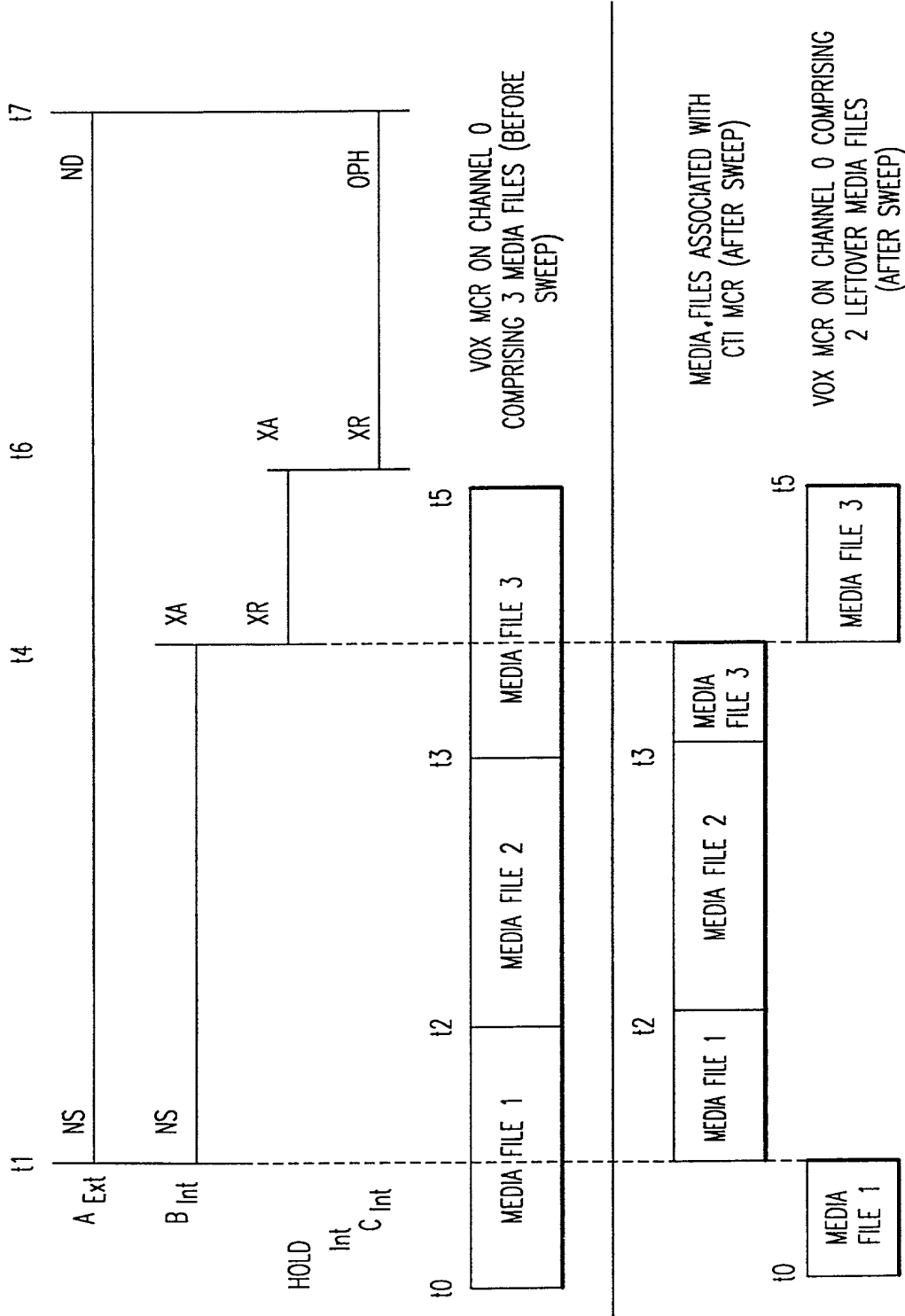


FIG.17

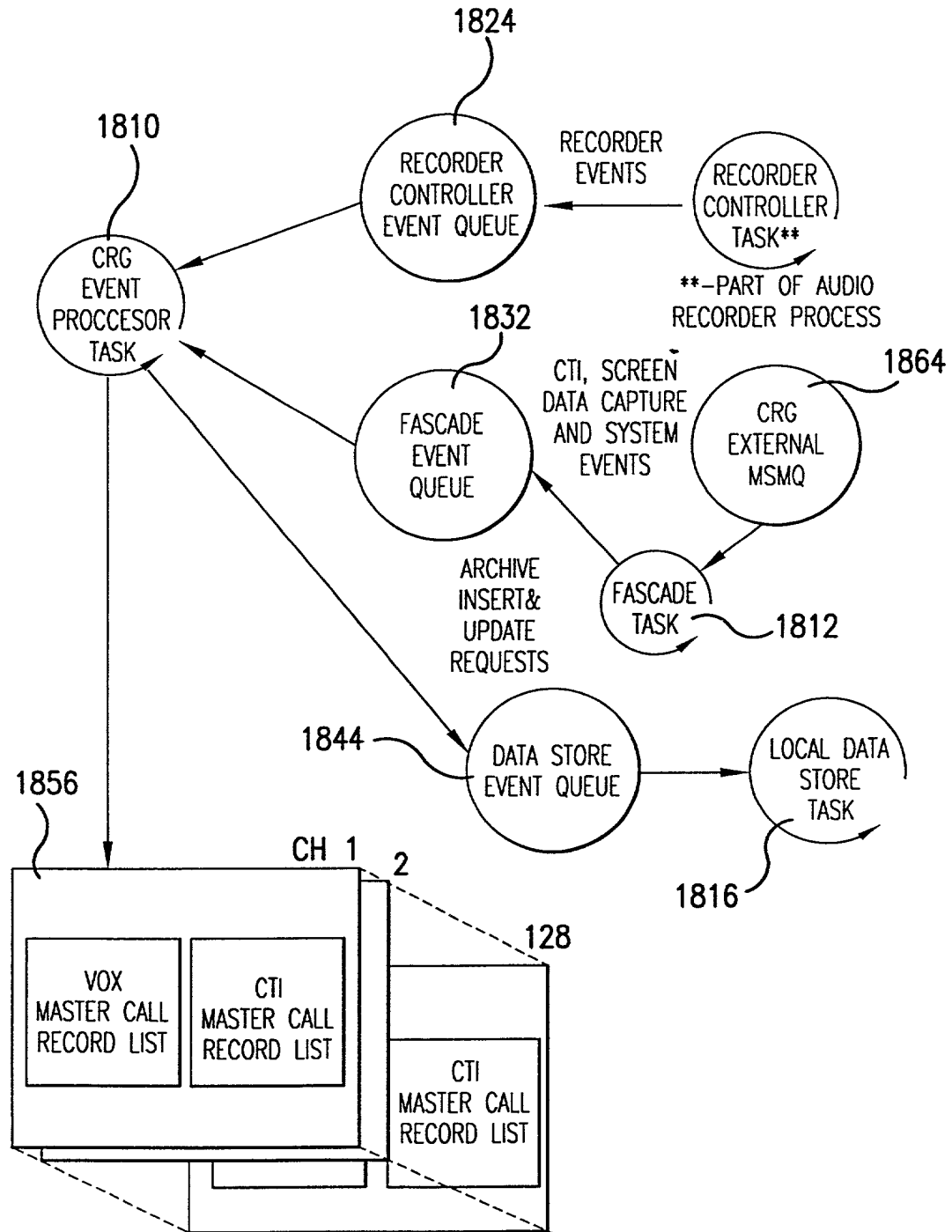


FIG. 18

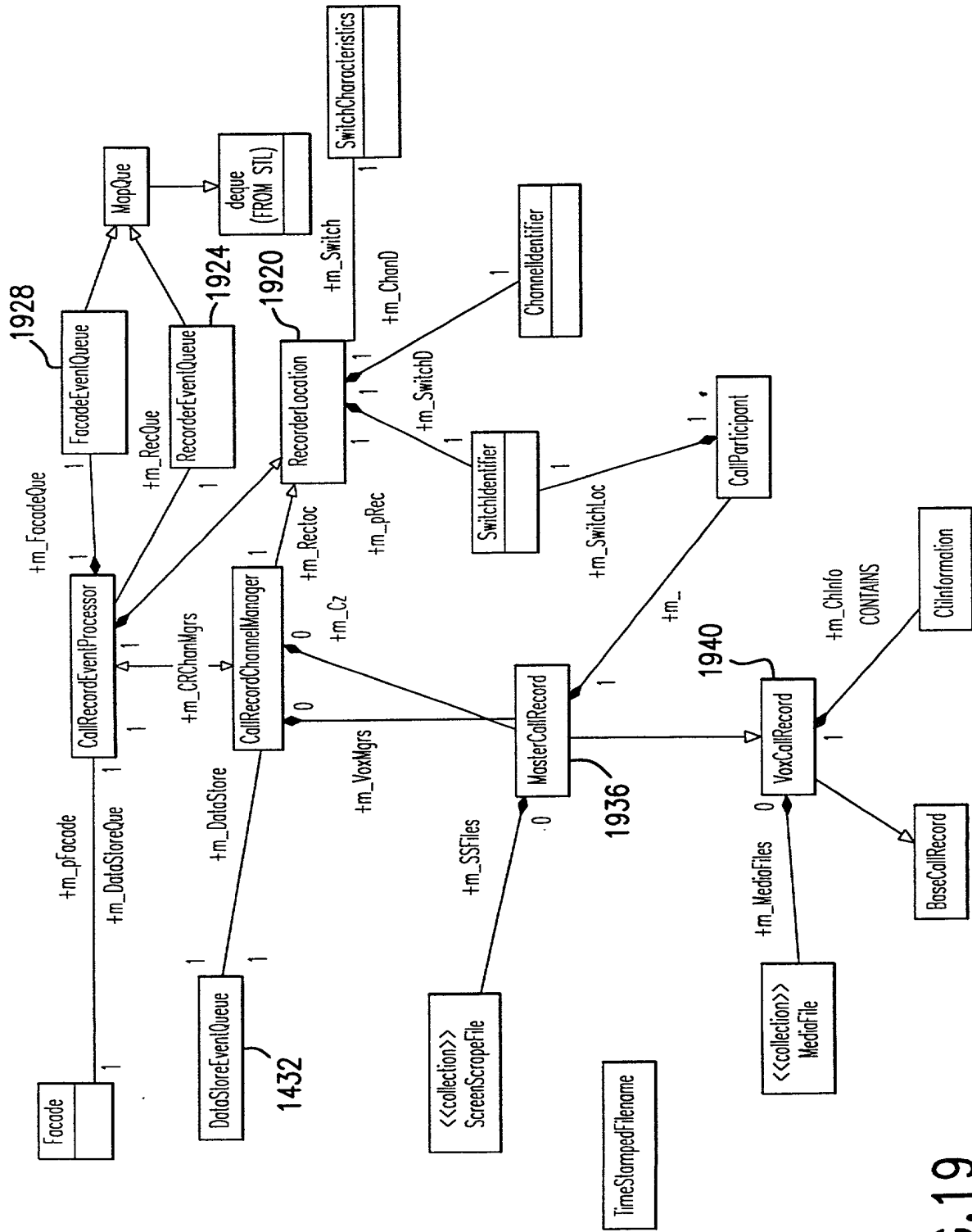


FIG. 19

STREAM CONTROL MANAGER:INITIALIZATION SEQUENCE

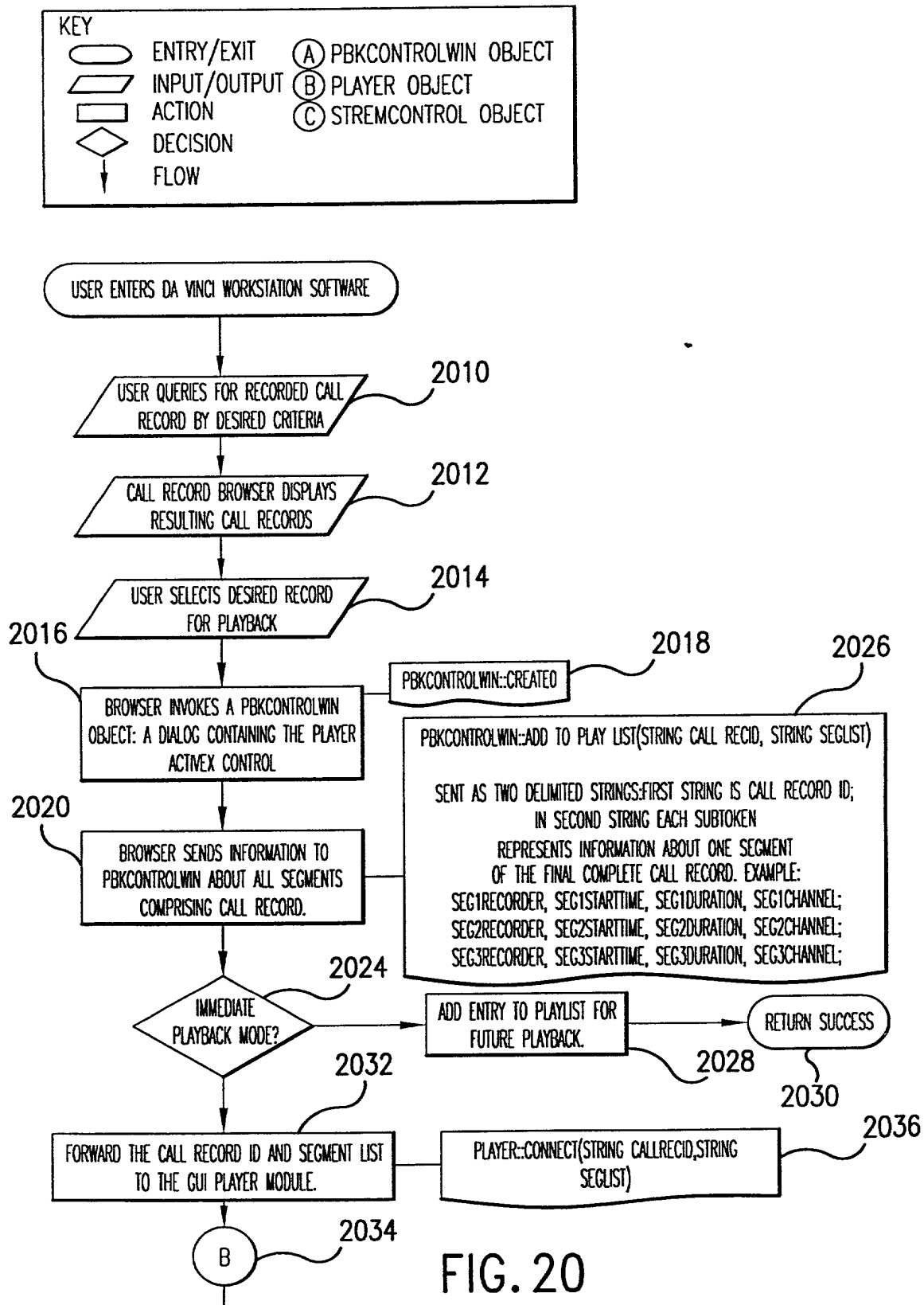


FIG. 20

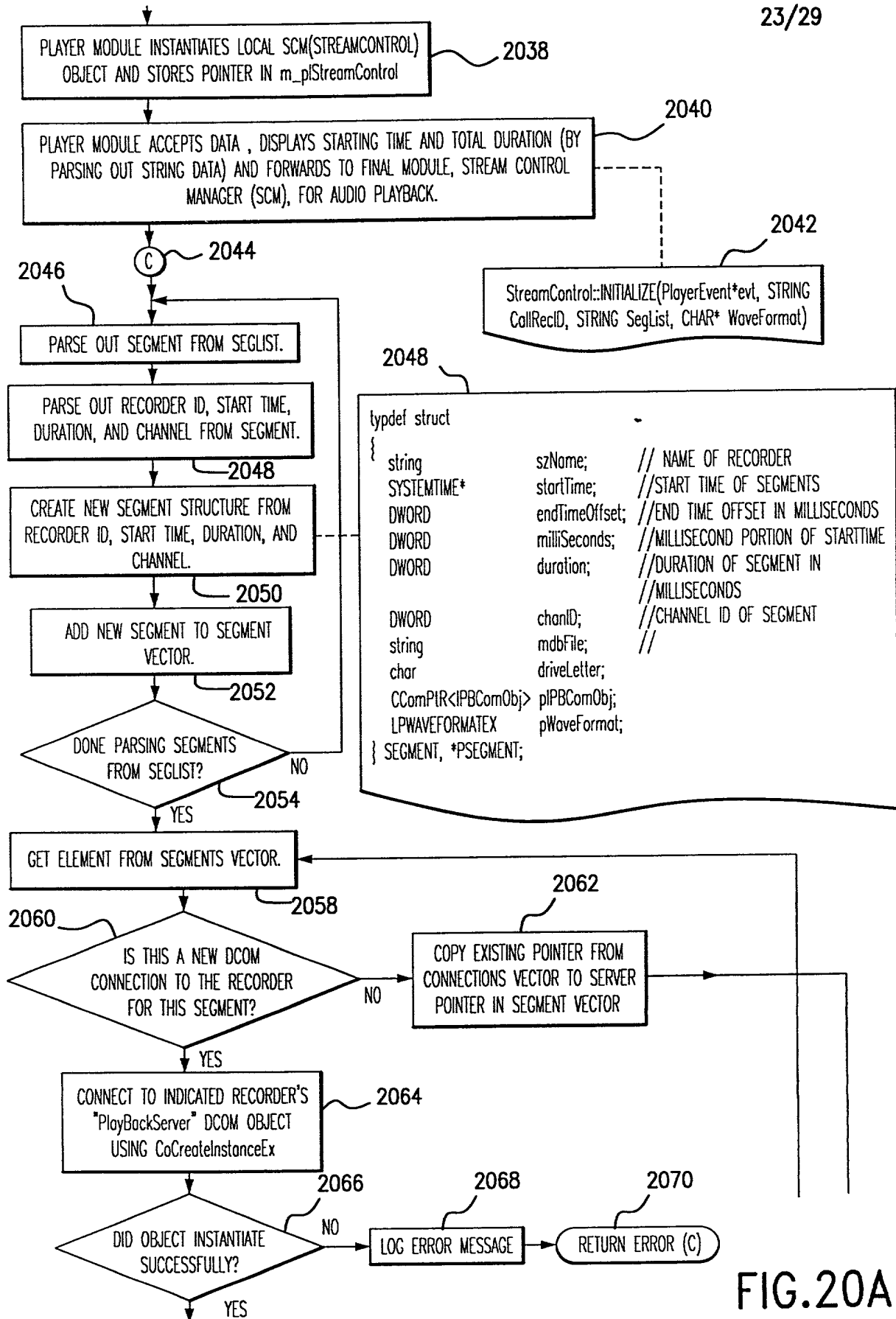


FIG. 20A

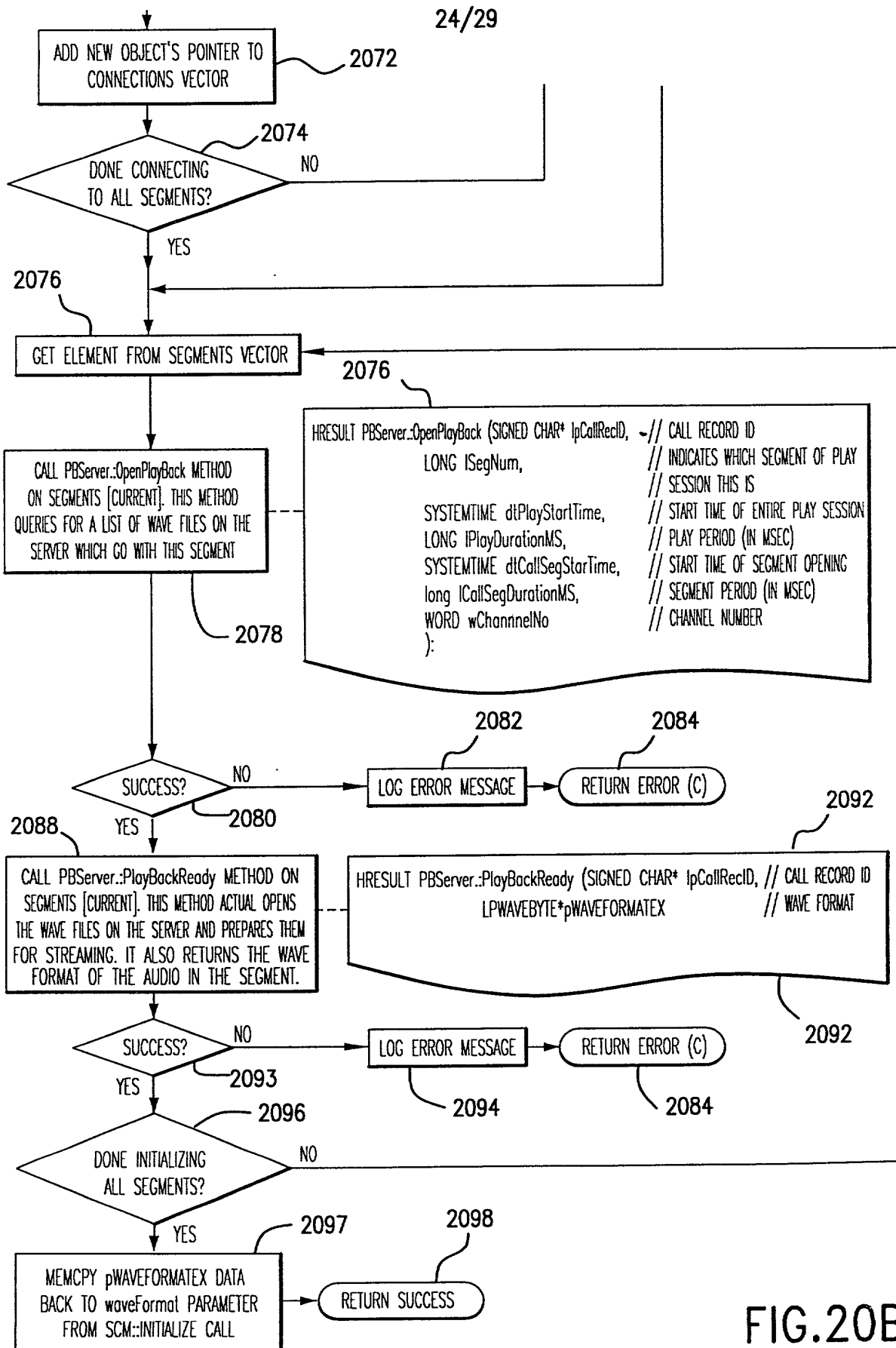


FIG.20B

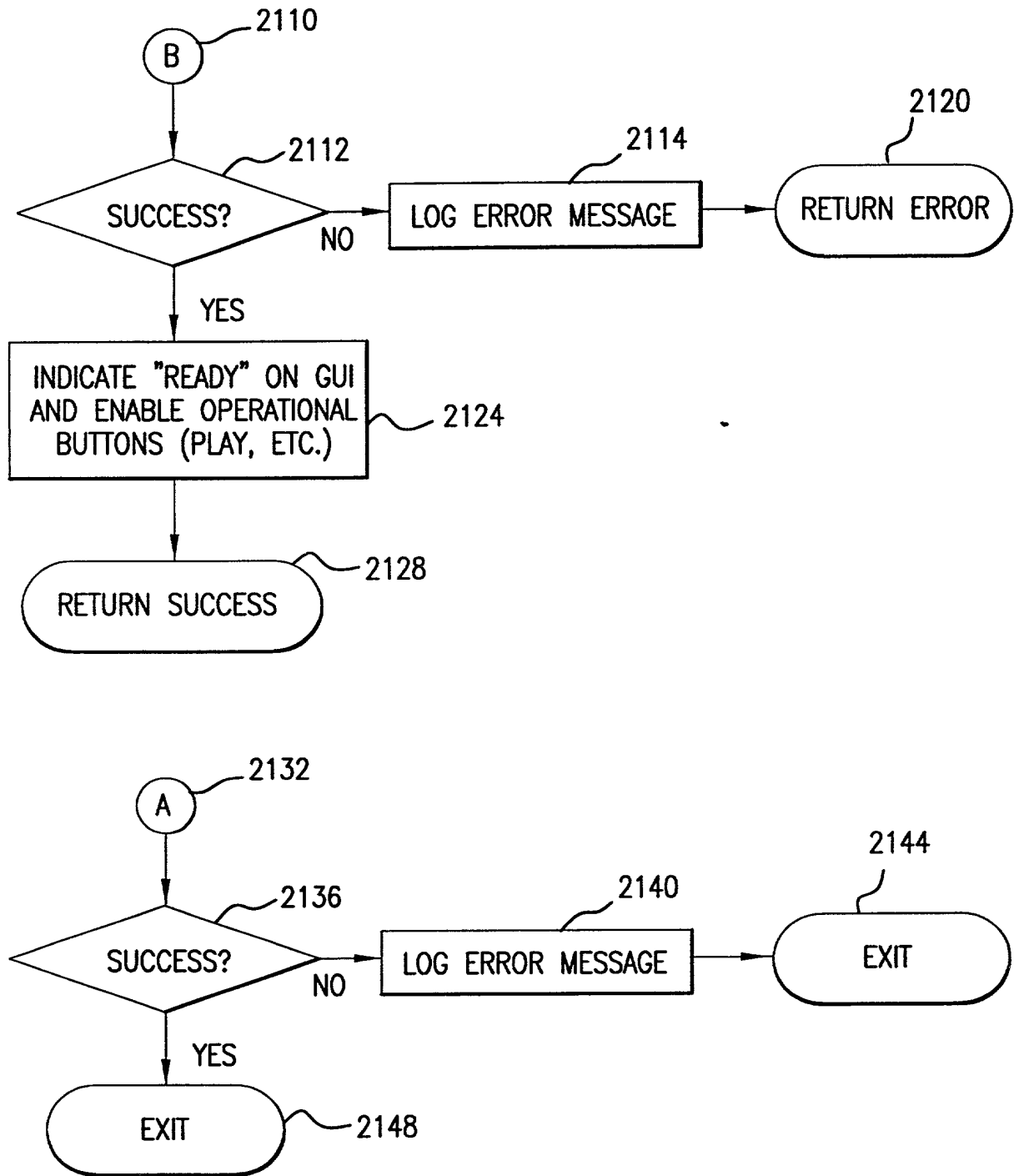


FIG. 21

KEY: STREAM CONTROL MANAGER:
PlayBack SEQUENCE

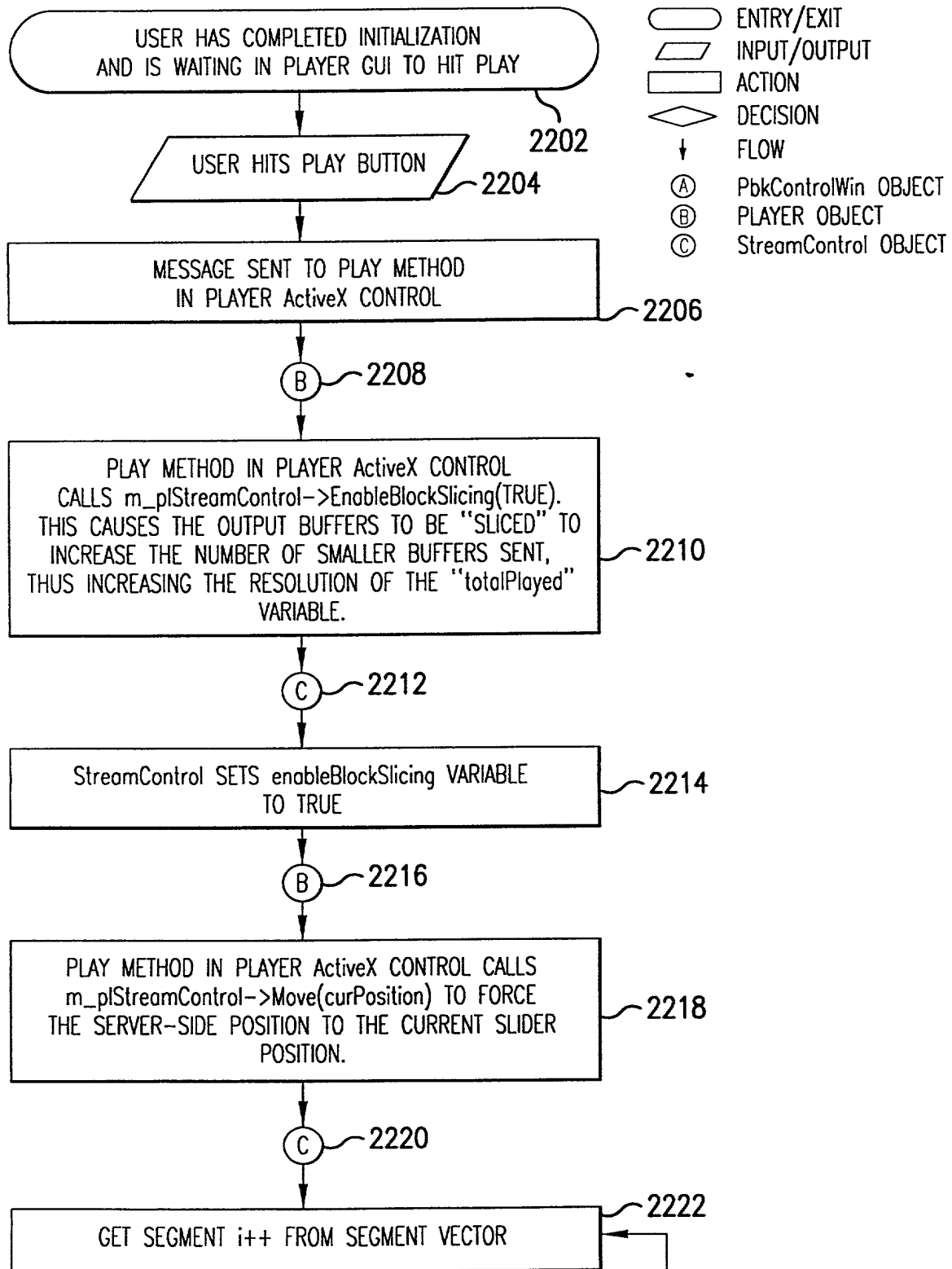


FIG.22

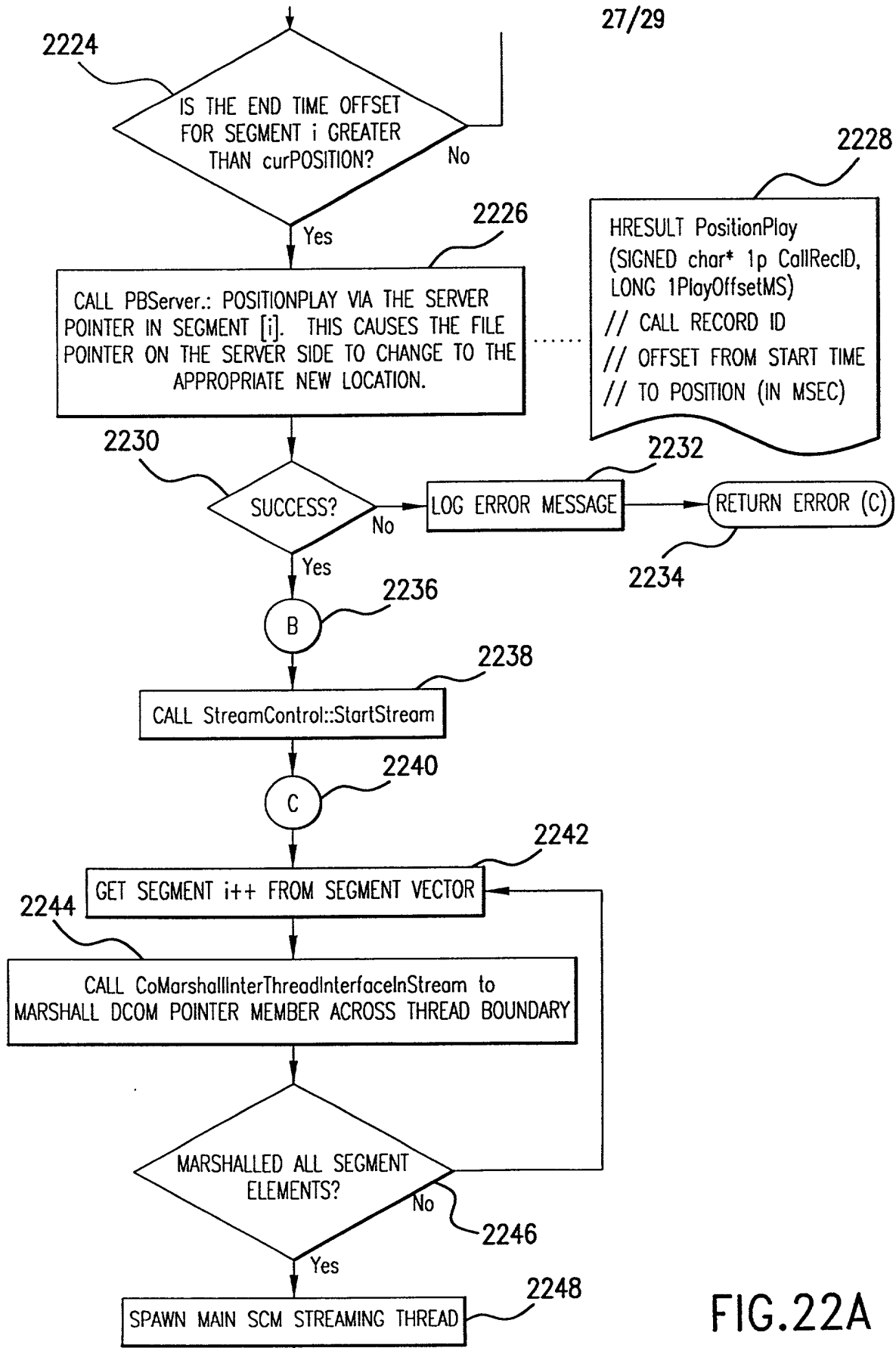
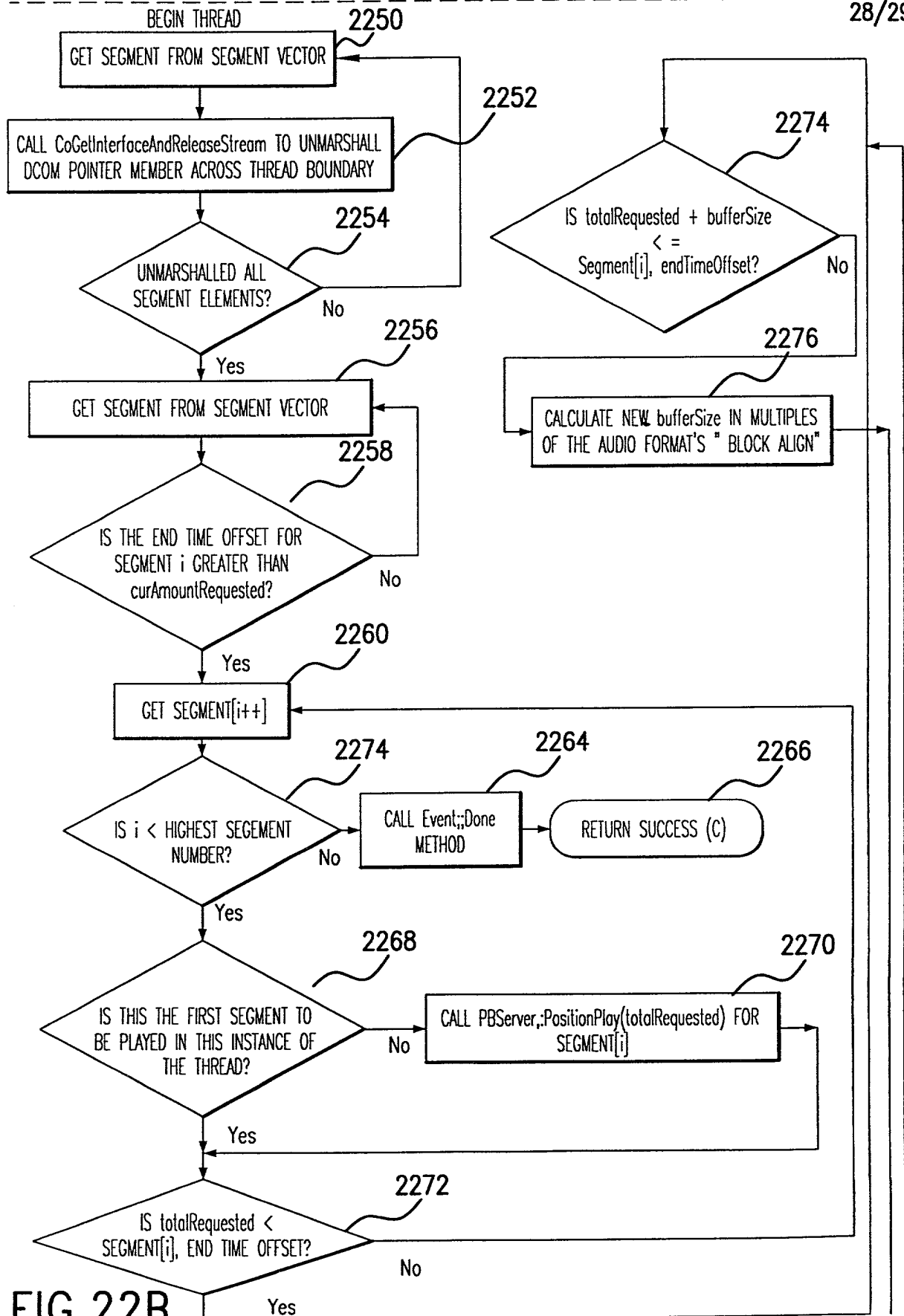


FIG. 22A



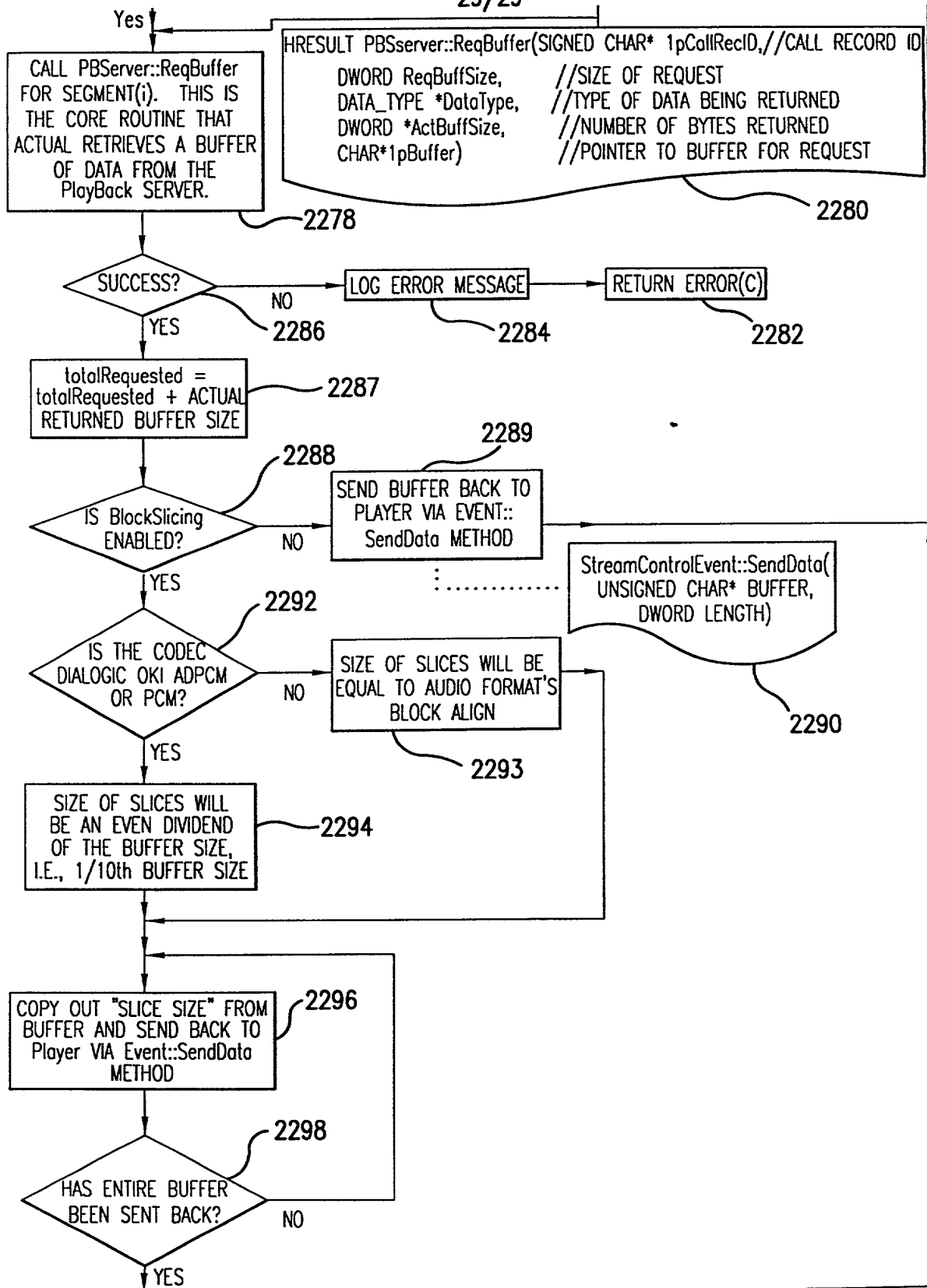


FIG.22C